Request for Personnel Action (RPA) Direct

**(Direct Flow of RPAs from Serviced Activities to the
Northeast Civilian Personnel Operations Center)**

Presented by

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Human Resource Management Directorate

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Background

- **Army Civilian Human Resource (CHR) Established Corporate Goal**
  → Fill Jobs Fast – Improve Quality and Timeliness of Personnel Actions

- **Army CHR Board of Directors (BOD) Approved Testing of New Concept**
  → Direct Flow of Requests for Personnel Action (RPA) from Activity to Civilian Personnel Operations Centers (CPOC)

- **Testing Began in April 2002 -- West Point, New York Civilian Personnel Advisory Center (CPAC) and Northeast CPOC**
  → Three CPACs currently testing in Northeast CPOC Region

- **Army-Wide Implementation Decision Expected in December 2002**
  → CHR BOD Expected to Approve Based on Test Results to Date

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RPA Direct Concept

➢ **Reduced RPA Processing Time**
→ Eliminate Unnecessary Stop in RPA Routing Chain

➢ **Proactive Quality Control at the Beginning of RPA Process**
→ Up-Front Advisory Services Prior to RPA Initiation
→ Minimize Back and Forth Between Initiator and CPAC/CPOC

➢ **Enhanced CPAC Advisory Role**
→ Less Routine and Recurring Process Work
→ More Time for Substantive Interface with Serviced Activities

➢ **Advantageous for Managers and Administrative Support Personnel**
→ More Desk Side Advice and Assistance from CPAC
→ Direct Interface with CPOC Specialist When Needed
→ More Efficient Processing of Work

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Current RPA Process

➢ **Activity**

→ Initiates RPA

→ Completes Manager/Resource Management Gatekeeper Checklist for Appropriate Personnel Action

→ Completes and Submits All Other Requirements/Documentation Associated with Personnel Action, e.g., Enters Proposed Position Description (PD) in FASCLASS II, Finalizes Performance Rating/Award Documentation

→ Routes RPA to CPAC

➢ **CPAC**

→ Reviews RPA, Manager/Resource Management Gatekeeper Checklist, and Other Requirements/Documents Submitted

→ Contacts Activity for Additional Information, if Necessary

→ Completes CPAC Gatekeeper Checklist

→ Routes RPA to CPOC

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RPA Direct Process

➢ **CPAC Human Resource (HR) Specialist Provides On-Site Advisory**
  → Provides Technical HR Advice and Assistance
  → Conducts Desk-Side Training on Automation Tools, e.g., Modern System, Army Regional Tools (ART), Gatekeeper, FASCLASS II
  → Assists Manager/Administrative Support Specialist to Complete RPA and Appropriate Manager Gatekeeper Checklist

➢ **Manager, Administrative Support Personnel, or Resource Manager Routes RPA Directly to Northeast CPOC or Army Benefits Center-Civilian (ABC-C)**
  → Follow Activity's Internal Routing Process
  → Adheres to Specific Requirements for Personnel Actions Submitted
  → New Group Boxes for Routing will be Identified
  → Routing Action to CPAC Eliminated
  → Automation Tools Used to Track Status of Actions

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Activity Requirements and Process for Specific Actions

➢ **Classification RPAs**

→ Request Necessary Advisory Services Prior to RPA Initiation

→ Enter Proposed New PD in FASCLASS II and Complete Training Questionnaire, if Appropriate

→ Complete Accretion of Duties Statement, if Appropriate

→ Complete Appropriate Manager/Resource Manager Gatekeeper Checklist

→ Initiate and Route Directly to Northeast CPOC

➢ **Recruit/Fill RPAs**

→ Request Necessary Advisory Services Prior to RPA Initiation

→ Enter Proposed New PD in FASCLASS II, if Appropriate

→ Complete Crediting Plan or Career Referral Request, as Appropriate

→ Complete Appropriate Manager/Resource Manager Gatekeeper Checklist

→ Initiate and Route RPA Directly to Northeast CPOC

Activity Requirements and Process for Specific Actions

➢ **Non-Recruit/Fill RPAs (Except Awards, Management Employee Relations Related Actions, Retirement and Death Actions)**

→ Request Necessary Advisory Services Prior to RPA Initiation

→ Complete Appropriate Manager/Resource Manager Gatekeeper Checklist

→ Initiate and Route RPA Directly to Northeast CPOC

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Activity Requirements and Process for Specific Actions

➢ **Award RPAs**
- → Request Necessary Advisory Services Prior to RPA Initiation
- → Complete Performance Evaluation Process Prior to RPA Initiation of Performance-Based Awards (Cash/Time Off)
- → Complete Appropriate Documentation (e.g., DA Form 1256/Justification) Prior to Initiation of Special Act or Service Awards (Cash/Time Off)
- → Adhere to Appropriate HQDA/Major Command/Organizational Policies and Performance Management/Award Regulations and Delegations of Authority
- → Complete Appropriate Manager/Resource Manager Gatekeeper Checklist
- → Include Remark in RPA Notes Section on Performance-Based Awards: "Based on Annual Evaluation for the Period XXXXXX to XXXXXX."
- → Forward Performance Evaluation Reports with Award Approvals (DA Forms 7222 and 7223) to CPAC
- → Initiate and Route RPA Directly to Northeast CPOC

Activity Requirements and Process for Specific Actions

➢ **Management Employee Relations RPAs**
   → Request Necessary Advisory Services Prior to RPA Initiation
   → Complete Disciplinary Action Decision Process, to Include Decision Notice to Employee, Prior to RPA Initiation
   → Complete Appropriate Manager/Resource Manager Checklist Ensuring that Reasons and Effective Dates of Action Mirror Sustained Decision Notice
   → Route RPA Directly to NECPOC

➢ **Retirement and Death RPAs**
   → Request Necessary Advisory Services Prior to RPA Initiation
   → Complete Appropriate Manager/Resource Manager Gatekeeper Checklist
   → Forward RPA Directly to ABC-C

➢ **Other Personnel RPAs – If In Doubt…**
   → Request Necessary Advisory Services Prior to RPA Initiation

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In-Box Routing

➢ **All RPAs (Except Retirement and Death)**

  → Route RPA Directly to NECPOC

  → Utilize Activity's Designated 4-Letter SMART Characters Inserted (Without Parentheses) in the Following In-Box Name:

  → **XYZ-4(SMART)COPD**

➢ **Retirement and Death RPAs**

  → Route RPA Directly to ABC-C to the Following In-Box:

  → **ABC_INBOX/COPD**

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Automated Tools

- ➢ **Army Regional Tools (ART)**
  - → Available to Managers, Resource Managers, and Administrative Support Personnel with ART Accounts
  - → Used to Access Other Automated Tools
    - ➤ **Modern System**
    - ➤ **Gatekeeper Checklist**
    - ➤ **FASCLASS II**
  - → In-Box Statistics – Used to Track Initiated RPAs, Check Status of Actions, and Review Red, Amber, Green (RAG) Statistical Reports
  - → ART E-Mail Feature to Comment on Personnel Actions at Any Time During RPA Lifetime
  - → Help Feature Available to Obtain Assistance with Automated Tools
  - → Desk-Side, Group, and Formal Classroom Training Available
  - → CPAC Uses to Manage Customer Accounts and Provide Proactive Advice and Assistance

Indicators of RPA Direct Success

➢ **Increased CPAC Presence in Serviced Activities and Reliance on CPAC for Substantive Advisories**
  - → Regular Staff Assistance Visits
  - → Advice on Strategic Recruitment and Workforce Planning

➢ **Increased Accuracy on RPAs and Gatekeeper Checklists**
  - → Fewer Actions Going Back and Forth for Completion/Corrections

➢ **More Effective Utilization of Automated Tools and Reports**
  - → Fewer Calls and E-Mails to Track Status of Actions
  - → Increased Number of Managers Trained and Using Automated Tools

➢ **Improved Timeliness and Quality of Personnel Actions**
  - → Reduced Recruit/Fill Time
  - → Prompt, Up-Front Advisory Services that Result in Appropriate Actions to Meet Management Needs

➢ **Positive Customer Feedback**

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Conclusions

➢ **RPA Direct Effective Date: 6 January 2003**

➢ **Working as a Team and Effective Communications are Critical to a Successful Outcome**

Questions???

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